

The Singing Angels
2011 - 2012 SEASON

**RULES AND REGULATIONS
HANDBOOK
for
RESERVE CHORUS**



Make Music. Make Friends. Make a Difference.

The Singing Angels
3615 Euclid Avenue #4
Cleveland, Ohio 44115
Phone: 216-432-5555
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www.singingangels.org

Revised 8/11

Welcome to The Singing Angels Family!

This handbook contains the Rules and Regulations for the 2011 - 2012 season. All Angels must adhere to these rules and regulations. Please read this Handbook prior to the end of the second rehearsal period, and return the signed pink Acknowledgement Form.

You may think we have a lot of Rules. This is because we are a group with an excellent reputation, and each year we try to exceed our past accomplishments. Individual actions are a reflection of the whole group - so all actions must be above reproach. Remember that each Angel represents their family, The Singing Angels, Greater Cleveland, the State of Ohio and even the United States of America.

With your support, we can continue our outstanding program and enjoy a successful season just as we have experienced in the past 47 years. Thank you for your cooperation. If you have any comments regarding this Handbook, we will be pleased to discuss your questions or concerns with you.



Michael Pappas, President and CEO



Charles Eversole, Artistic Director

IMPORTANT CONTACT INFORMATION

RESERVE CHORUS

RC Music Director/ Music Reading Teacher	Heather Liuzzo	216-432-5555
RC Assistant Music Director/ Music Reading Teacher	Jim Fair, Jr.	216-432-5555
Reserve Chorus Administrator	Kay Eversole	216-432-5555 x17 kay@singingangels.org
ATTENDANCE	Phone line	216-432-5555 x 3

ARTISTIC

Artistic Director	Charles Eversole	216-432-5555 x15
Program Administrator	Karen Harris	216-432-5555 x12

ADMINISTRATIVE

Finance Director	Robin Johnson	216-432-5555 x10 robin@singingangels.org
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RULES AND REGULATIONS FOR RESERVE CHORUS

REHEARSALS

Unless otherwise notified, rehearsals are held Saturdays, beginning September 17, 2011 through June 2, 2012, from 11:30 a.m. until 2:00 p.m. at the Masonic Temple, East 36th and Euclid Avenue (use East 36th Street entrance), Cleveland, Ohio. Angels shall bring their music folder and a pencil to every rehearsal.

ATTENDANCE

We consider punctuality and attendance to be essential to the success of our Angels. It is expected that Angels will attend all rehearsals, performances and other events that apply to the particular Angel. Families must make every effort to ensure that the Angels can meet this requirement.

1. All Concert and Rehearsal absences must be phoned in to the attendance line at (216) 432-5555 x3 in advance. For any other questions call Mrs. Eversole at (216) 732-8726 or (216) 432-5555 x17.
2. Four (4) excused absences for a semester are allowed. More than four (4) excused absences could prohibit an Angel from performing in concerts.
3. Unexcused absences – NOT contacting the office attendance line prior to a rehearsal or a concert when an Angel will be absent will earn an unexcused absence. Unexcused absences will result in a major deduction from the R.C. Attendance Score on Evaluations. Three (3) unexcused absences could mean dismissal from the chorus.
4. Angels shall arrive NO EARLIER than 30 minutes prior to the start of a rehearsal or a concert.
5. Once Reserve Chorus members arrive on the rehearsal floor, they may not leave that floor unless escorted by a Staff member.
6. Angels must be picked up promptly at the end of Reserve Chorus rehearsals and concerts. Members are not permitted to remain during the Performing Chorus rehearsal. (Performing Chorus rehearsal lasts longer than RC rehearsal and there is no one to supervise them.) An Angel must be picked up **within 15 minutes** after a rehearsal or concert. If an Angel is not picked up on time after a rehearsal, the Angel will be returned to the office and someone must come upstairs to get them. An Angel picked up more than 15 minutes late will be penalized ½ of an absence on their attendance score.

We reserve all rights in determining the number, extent and type of absence applicable to each Angel

INSTRUCTIONAL FEE*

Instructional Fee is due on or before the last day of the month at the start of each semester (January & September). Payments should be made to The Singing Angels' office (Preferred methods of payment are checks and credit card). No refund will be made after four (4) weeks after the start of each semester. Any returned checks for non-sufficient funds will be charged \$10. After two (2) NSF checks have been received for any reason, all payments must be paid in cash, money order or cashier's check. Please call the office if you need to make payment arrangements.

***ALL INSTRUCTIONAL FEE DEADLINES MUST BE ADHERED TO SO THAT YOUR ANGEL'S ACCOUNT IS "IN GOOD STANDING", OTHERWISE YOUR ANGEL WILL BE PROHIBITED FROM ALL SINGING ANGELS FUNCTIONS AND THEIR EVALUATIONS AND / OR PROMOTION LETTERS WILL NOT BE MAILED.**

ANGEL BOOSTERS

Any funds or Merchandise owed to Angel Boosters is really owed to The Singing Angel Organization, since the Boosters are a unit of The Singing Angels. All deadlines must be adhered to so that your Angel's account is "In Good Standing", otherwise your Angel will be prohibited from all Singing Angel functions and Their Evaluations and / or Promotion Letters will not be mailed.

DRESS CODE

Our dress code is designed to accommodate individual preferences while ensuring that all Angels wear appropriate, neat, clean and modest clothing. We recommend that the Angels' dress at all times be appropriate for the event in question. The appearance of an Angel must not disrupt the learning environment.

The following are some guidelines that would constitute a violation of our standards:

1. Bare feet, high heels. **NO FLIP FLOPS AT ANY TIME.** Shoes must have backs.
2. Wearing halters, tank tops, or spaghetti straps, or anything that exposes the mid-riff (Sleeveless tops OK, but bra straps must not be seen.)
3. Wearing short or tight skirts or shorts (Cargo style shorts are acceptable).
4. Hats, headgear, hair curlers (including bandanas, wraps, scarves, do-rags, caps)
5. Excessive make-up; any visible tattoos
6. Wearing pajama bottoms
7. Costumes or specially designed t shirts require staff approval.

Questions of taste or appropriateness of attire will be determined at the sole discretion of the Staff. Should the Staff decide that an Angel's clothing violates the Dress Code, the Angel will be provided a large t-shirt to wear during the rehearsal.

All choruses must wear closed in shoes with backs at ALL rehearsals. Sandals, backless shoes, and flip flops are a safety hazard when choreography is performed, which could be at any time. This rule will be strictly enforced.

UNIFORMS

New Reserve Chorus members shall be measured at the Masonic Temple, Singing Angel Office, 4th floor, Saturday, October 1, 2011. Times will be assigned. Uniforms will be ordered through the office.

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| A. | GIRLS: | 5-Piece Tuxedo ensemble with Bowtie & Cumberbund |
| B. | BOYS: | 4-Piece Tuxedo ensemble with Bowtie & Cumberbund |
| C. ADDITIONAL ITEMS FOR THE UNIFORM THAT YOU MUST ALSO PURCHASE: | | |
| | (1) GIRLS: | Skin-toned panty hose or stockings and black <u>flat</u> or <u>low-heeled</u> shoes |
| | (2) BOYS: | Black shoes with black socks |

ANGEL CONDUCT

These rules and regulations governing the conduct of Angels reflect our belief that children prosper best in an atmosphere of trust, courtesy and freedom tempered by firm, clear limits for conduct. Our intentions are always to instruct and encourage Angels, never merely to restrict or penalize. Angels are expected to conduct themselves in such a manner that the well-being and rights of other Angels, and the well-being of The Singing Angels, is not violated. Angels should be held accountable for their decisions and actions, and an appropriate disciplinary response is meant as a necessary learning experience.

At the same time, Angels deserve reasonable opportunities to learn from their misjudgments or mistakes. Angels can expect to be listened to, to be respected as individuals and to receive feedback regarding their conduct and/or misconduct. In return, it is expected that Angels will behave responsibly and operate within our expectations.

Honesty, openness and respect constitute the fundamental principles of our program. Maintenance of these principles is the responsibility of our Staff, the families of the Angels, and, most importantly, the Angels themselves. Any incidents or repeated incidents of inappropriate conduct or violations of the items listed below, or similar incidents of inappropriate conduct, will receive prompt attention and appropriate response from the organization. This may result in a variety of consequences including but not limited to probation, suspension and/or expulsion.

1. We expect Angels to use good manners at all times and to show respect for fellow Angels, our Staff, the families that support our organization and clubs, and society.
2. Angels must follow the direction of the staff and parent volunteers at all times.
3. For safety purposes, Angels must remain in designated areas whether for a rehearsal or performance.
4. We expect respect for others in our interactions. We do not tolerate physical or verbal abuse and vulgar or improper language.
5. We insist on respect for property. Theft, vandalism, or other abuse of our property or the property of others, including all places of rehearsal and performance, is not permitted.
6. We highly value the integrity of every individual. Therefore, any form of hazing or severe peer pressure - physical, psychological, social networks such as Facebook or otherwise - will be treated seriously. We are committed to creating and maintaining a learning environment where all individuals are treated with respect and dignity. Each Angel and Staff member has the right to learn or work in an environment free of harassment. Accordingly, The Singing Angels will not permit harassment, and will maintain a positive and supportive environment free from harassment. We expect all persons associated with The Singing Angels to conduct themselves at all times in this spirit. In order for us to enforce this policy effectively and to take prompt, corrective measures, as appropriate, it is essential that any and all incidents of harassment be reported promptly to a Stage Manager or staff person.
7. Angels may not possess or use tobacco or possess, use, transmit, sell, distribute, conceal or be under the influence of alcohol, marijuana, or any other form of non-prescribed drug. We assume jurisdiction with respect to this rule when the Angel is attending an event sponsored or affiliated with The Singing Angels.
8. Gross misconduct of any kind that has a substantially adverse effect on The Singing Angels, another Angel or our community, will not be permitted..

Although the list is not intended to be exhaustive, it does consist of hard, non-negotiable rules and principles. Obviously, Angels are also expected to obey the laws by which all of us, as citizens of our society, are governed.

Disciplinary Action

These rules and regulations apply to all The Singing Angels events, including rehearsals, performances, and day and overnight trips. When an Angel is in violation of a rule or expectation of conduct, our Staff will explain the violation to the Angel and their parents and/or guardian. Disciplinary action is designed to be appropriate for the violation, and it is designed to change behavior and uphold the integrity of our program. Violations of the standards set forth in this Handbook shall be recorded in the Angel's file and will have an impact upon our evaluation of the Angel.

The organization understands that Disciplinary Action can be stressful and upsetting for Angels and their families. Angels and their families can always discuss disciplinary problems and action taken with Staff,

and if questions or concerns persist, the matter can be brought to the attention of the Board of Directors. Once the problem has been resolved, the decision of the Singing Angels Staff and/or Board of Directors is final.

Minor violations will be handled in the following manner: (The degree of the infraction however may warrant further and immediate action by the Staff.)

1. Angels will be given a verbal warning redirecting them to the expected appropriate behavior.
2. If inappropriate behavior continues, the Angel may be escorted from the rehearsal hall, and will be supervised until Staff determines it is appropriate for the Angel to return to rehearsal.
3. If an Angel has been removed from rehearsal the parent/guardian will be notified by phone or in person at the end of rehearsal. A written disciplinary notice will be placed in the Angel's file, and will impact the evaluation.
4. If a second removal from rehearsal becomes necessary within a semester, in addition to the verbal notification, a written disciplinary notice will be given to the parent/guardian and placed in the Angel's file, and will impact the evaluation.

Suspension/Expulsion

Serious violations of the standards set forth in this Handbook will be recorded in the Angel's file and will have an impact on our evaluation of the Angel.

The Singing Angels are committed to maintaining an atmosphere conducive to learning, achievement and growth. In furtherance of that goal, The Singing Angels expects all Angels to conduct themselves in accordance with this Handbook and laws of our society. If an Angel is alleged to have violated a rule or law, or has otherwise acted in a way detrimental to the reputation and integrity of The Singing Angels, The Singing Angels reserves the right in its sole discretion to remove him/her from participation in The Singing Angels' activities. Removal may be in the form of probation, suspension and/or expulsion. There will be no instructional fee refund.

POSITIVE REWARDS

When a Reserve Chorus Angel is seen doing extremely well during a rehearsal they may receive a "Caught doing well" slip from a director, stage manager, choreographer or administrator. When the Angel receives five (5) slips, they can turn them in for a reward. Angels are to be responsible for keeping these slips in a safe place. Lost slips will not be replaced, slips will not be taken away for negative behavior.

EXPECTATIONS

At Rehearsal:

1. To get to the rehearsal room, use the stairway or elevator.
2. A whistle is blown for attention. At this time, all talking must stop and the Angels are required to sit quietly in their seats and give full attention to the Music Director.
3. Breaks are to be used to relax, use the rest rooms, and get a drink of water. During this break, "horse-play", (such as running, pushing, etc.) and playing with toys is not permitted.
4. Candy, gum, toys, books, crayons, etc. are NOT permitted during rehearsals or breaks. There is to be NO gum chewing in the building. All drinks must be carried in closed plastic containers. Eating is only permitted outside the rehearsal room during breaks.
5. No iPods or MP3 players, radios, walkmans, tape recorders, cameras, cell phones video games or videos are permitted at rehearsals by Singing Angel members. Angels are prohibited from bringing skateboards, roller blades, roller skates, shoes with inset wheels, and other disruptive toys, as determined in the sole discretion of The Singing Angels, to any rehearsal.
6. Announcements are given at the end of each rehearsal. Be prepared to take notes.
7. All property of the Masonic Temple used by The Singing Angels or any Angel must be treated

with care and respect. All damages must be reported to a Staff member immediately. Parents are responsible in the event of any damage at the rehearsal hall by their child. Littering or abuse of the rehearsal hall in any form will not be tolerated.

8. Angels are not permitted to solicit for outside fundraisers during rehearsals or concerts.
9. There is to be no cell phone use during rehearsals. If an Angel is using their cell phone during a rehearsal, a stage manager will remove the Angel from their section and escort them to the west side of the Studio. They will give them a chair and the Angel will spend the remaining rehearsal time sitting in this area. They may participate in break but then return to this area when rehearsal is resumed. The Angel will be responsible for their own cell phone and it should not be seen again or used (including texting) during the rehearsal period. A Parent Notification form will be sent home and the Angel will receive a conduct deduction on their evaluation to be determined by the Staff.

At Concerts:

1. Angels shall arrive at concerts no earlier than thirty (30) minutes before Call Time. The Singing Angels is not responsible if an Angel is dropped off prior to this time.
2. An Angel is required to be in performing position ready to rehearse at Call Time. At the Holiday Benefit and Spring Benefit Concerts, if a Reserve Chorus Angel is not present when we rehearse on stage, they will not be allowed to perform. If they sit with their family to watch the concert, they will not receive an absence. At other concerts, if an Angel arrives later than Call Time, the Music Director will determine whether the Angel will perform or not. If they are not allowed to perform, they will be permitted to stay with a stage manager during the concert with no further action taken against them, or receive an excused absence if they choose to leave with parent/driver.
3. No iPods or MP3 players, radios, walkmans, tape recorders, cameras, video games or videos are permitted at concerts by Singing Angel members. Cell phones must be turned off and can't be used until after a concert. Angels are prohibited from bringing skateboards, roller blades, roller skates, shoes with inset wheels, and other disruptive toys, as determined in the sole discretion of The Singing Angels, to any concert.
4. Singing Angels should arrive at and depart from a concert in FULL UNIFORM.
5. Grooming requirements include: ALL nail polish removed; hair neatly groomed with bangs above eyebrows (on both boys and girls) and no hair ornaments; Shaved patterns in hair are not allowed; ALL jewelry removed.
6. Once a singer reports for a concert, they are to remain with the group.

FAMILY MEMBERS & FRIENDS

At Concerts

Families are invited to attend any public concert, as an audience member. (Reserve Chorus parents and car pool drivers are required to remain at all team concerts). Family attendance at private concerts is at the discretion of the client and Staff. Please come properly attired if you are remaining at a concert location. There should be no family members backstage at a concert, or in any rehearsal room, unless expressly permitted by the Staff. Family members should meet their Angel in the rehearsal room after a concert, if parking permits. When made available at an event, refreshments are available to family members only after all Angels have been served and only when authorized by a Staff member. All pick-up and drop-off procedures are regulated under the authority of the Staff, with no loitering allowed.

At Rehearsals

If you choose to wait at The Masonic Temple during rehearsals, for your convenience we have a Parent Lounge on the 4th floor. To access the Lounge please take the elevator to the 4th floor and proceed straight ahead. Coffee is available at all rehearsals. During Angel breaks we request that you do not search for your Angel to come spend time with you in the Lounge. We encourage them to spend time with the other Angels.

General

Standards of behavior, as outlined in this Handbook, will apply to family members as they do to Angels. Behavior that is disruptive or dangerous or which might lead to a substantially adverse effect on the group will not be permitted. In the exceptionally rare case that it might be necessary, it is within the rights of the group to deny the participation of a student on the basis of family members' behavior.

FAMILY AWARDS BANQUET

An Angel who meets the following requirements will be considered for Achievement Awards which are given annually at the Family Awards Banquet.

1. HAS NOT exceeded the maximum number of absences permitted for each semester AND HAS NO UNEXCUSED ABSENCES.
2. HAS been an outstanding member of his/her section and given devoted and capable service to The Singing Angels program.

CHANGES IN TELEPHONE NUMBERS, EMAIL AND ADDRESSES

Should there be any changes regarding an Angel's contact information, including telephone, email or address changes, or medical information, the Angel and/or his/her parents shall promptly advise The Singing Angels office (216-432-5555). If this is not done, and the organization is not able to contact the Angel and/or family, missed performances and/ or rehearsals will be unexcused if unreported. Please make sure we have your current e-mail address.

THE SINGING ANGELS SPONSORED CONCERTS

All Singing Angel families are encouraged to purchase or sell ten (10) tickets to the Spring Benefit Concert and Holiday Benefit Concert. These concerts are significant fundraisers for the organization.

MONEY AND VALUABLES

Angels should not bring large sums of money or other valuables to The Singing Angels rehearsals or other events. Angels are not permitted to carry personal belongings during concerts, and must put personal belongings to the side, and are often asked to put personal belongings to the side of the room during rehearsals. The organization is not responsible if belongings are damaged, lost or stolen.

PARKING AND DRIVING

Please do not block the street with cars when dropping off or picking up Angels from rehearsals or performances. Drivers may need to circle the block while waiting for their Angel. Double parked vehicles are often ticketed. There are likely to be many Angels entering and exiting at the same time, please drive with caution when dropping off or picking up Angels from rehearsals or performances. Tokens for \$3.00 are available at the front desk on the first floor for exiting the parking lot.

SCHEDULE

Each Angel will receive a schedule by the last Saturday of the month for the following month. Schedules are also posted on our website at www.singingangels.org.

PUBLICITY

Newspaper, radio or any publicity about The Singing Angels must first be cleared with Charles Eversole, Artistic Director at the Singing Angels' office at 216-432-5555 x15. Any activity or publication using the organization's name must be approved in writing in advance through The Singing Angels' office. If at any time an Angel appears in uniform other than at a scheduled concert or appearance, the office must also approve that appearance in writing in advance. Note: Do not loan out your uniform.

WEB PAGE

<http://www.singingangels.org/>

Check Reserve Chorus Schedule for upcoming events and announcements.

EVALUATIONS

The primary purpose of these evaluations is to test each Angel's knowledge of his/her section's music. Promotion depends upon musical ability, accurate knowledge of the music, attendance, stage presence, personal attitude and cooperation throughout the year, and the number of PC openings available in each section. Reserve Chorus Angels must also pass a music reading test before promotion to PC.

NOTICE

By enrolling in The Singing Angels, every Angel and his/her parents and family are deemed to understand and agree to these procedures.

Under certain circumstances, The Singing Angels may choose a course of action that is different from the ones outlined in this Handbook. We reserve the right to make known to the other Angels and our community any disciplinary action taken by us against an Angel who has violated the Rules and Regulations set forth in this Handbook.

As part of our ongoing review of policies and procedures, changes to this Handbook could take place during the course of the year. In such instances, we will communicate any changes to the Angels and his/her parents and family.